



OFFICE OF
**INSPECTOR
GENERAL**
UNITED STATES POSTAL SERVICE

HIGHLIGHTS

August 26, 2013

**Springfield Network Distribution Center –
Postal Vehicle Service Operations**

Report Number NO-AR-13-006

BACKGROUND:

The U.S. Postal Service transportation network that uses Postal Service vehicles and employees is called the Postal Vehicle Service (PVS). PVS operations at network distribution centers (NDC) include drivers using tractors to move trailers in or around a facility yard. Processing operations require the timely and efficient unloading of mail from trailers as they arrive and timely loading of mail into trailers for immediate departure from the facility. The Springfield, MA, NDC has 58 PVS drivers who complete an average of 3,743 trailer moves in the yard per week.

Our objectives were to assess trailer loading and unloading practices and determine whether staffing of PVS driver operations was efficient, effective, and economical at the Springfield NDC.

WHAT THE OIG FOUND:

The Springfield NDC generally executed effective and efficient unloading and loading practices. However, we found that PVS drivers performed 3.3 trailer moves per hour, rather than the standard five, because management did not assess driver workload and staffing levels. As a result, the Springfield NDC expended more driver workhours than

necessary. We estimate the Postal Service could reduce 20,280 driver workhours and save or avoid costs of about \$785,000 annually if productivity standards were met. During the audit, management initiated the elimination of 11,657 of the excess hours identified in schedules that were not in use.

Finally, we observed PVS drivers not consistently using safety belts while driving in the Springfield NDC yard as required, and Postal Service facility management not enforcing the policy.

WHAT THE OIG RECOMMENDED:

We recommended the vice president, Northeast Area Operations, require that Springfield NDC management periodically assess PVS driver workload and staffing to ensure compliance with trailer move standards. We also recommended management verify the elimination of 11,657 annual PVS workhours associated with inactive schedules and eliminate an additional 8,623 excess annual workhours. Finally, we recommended management reemphasize and enforce the safety policy that PVS drivers wear safety belts when their vehicles are in motion.